

**Clerk IV - Welcome Center Customer Service Assistant  
Quinsigamond Community College**

Direct Link: <https://www.AcademicKeys.com/r?job=256911>

Downloaded On: May. 20, 2025 11:23am

Posted May 13, 2025, set to expire May 26, 2025

|                             |   |
|-----------------------------|---|
| <b>Job Title</b>            | Clerk IV - Welcome Center Customer Service Assistant                  |
| <b>Department</b>           | Enrollment Management   |
| <b>Institution</b>          | Quinsigamond Community College<br>Worcester, Massachusetts            |
| <b>Date Posted</b>          | May 13, 2025  |
| <b>Application Deadline</b> | 05/26/2025  |
| <b>Position Start Date</b>  | Available immediately   |
| <b>Job Categories</b>       | Classified Staff  |
| <b>Academic Field(s)</b>    | Student Services  |
| <b>Apply Online Here</b>    | <a href="https://apptrkr.com/6220948">https://apptrkr.com/6220948</a> |
| <b>Apply By Email</b>       |   |
| <b>Job Description</b>      |   |

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**Clerk IV - Welcome Center Customer Service Assistant**

**Category:** Clerical/Office Support

**Department:** Enrollment Management

**Locations:** Worcester, MA

**Posted:**

**Closes:** 5/26/2025

**Type:**

**Position ID:** 187958

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### **General Statement**

Under the direction of Enrollment Management, provide up to date accurate information and assistance to students, staff and community. Make and receive inbound and outbound calls, emails, or text messages. Deliver comprehensive general information regarding all aspects of college procedures, programs and services that pertain to the enrollment process. Provide excellent customer service.

### **Supervision Received**

Reports to Enrollment and Student Services Front Desk Manager

### **Supervision Exercised**

None

### **Duties and Responsibilities**

- Greeting and welcoming visitors, responding to inquiries from current and prospective students providing information, making appropriate referrals, scheduling appointments as appropriate and maintaining a clean work environment.
- Responsible for answering the QCC main campus and the Center for Workforce Development main line, directing calls as applicable, responding to voice mail and updating outbound voicemail or other options.
- Accurately responding to inquiries from students, staff and the community about Quinsigamond Community College, Center for Workforce Development and QCC at Southbridge in a courteous and professional manner.
- Accurately directing/transferring appropriate calls to departments for solution but answering 80% of questions/inquiries (only 20% or less interflow).
- Create inquiries and follow up tasks for Enrollment and Workforce Development TEAMS in Salesforce and Campus Marketplace.
- Use the Diagnostic Report to provide accurate student information along the pipeline.
- Working as a team player with all staff to meet the expectations of the students, community members, visitors and employees.
- Resolving problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions and escalating unresolved problems.
- Collect documents and information from students to assist with class or program registration, orientation for various programs, and virtual information sessions. Keep a communication log, ensuring vital information is not lost or dispersed.

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- Assist in implementing retention activities such as emailing, texting, using online chats, or making outbound phone calls to current or prospective students, collecting data to inform retention strategies.
- Assist current and prospective students with information regarding registration online, over the telephone and/or via text messaging.
- Must have the ability to follow policies and procedures quickly and learn new ones, multi-task and pay particular attention to detail.
- Performs other duties as assigned.

### **Job Requirements:**

#### **Minimum Qualifications**

Applicants must have at least (A) two years of full time experience or equivalent part time experience in office work, or (B) any equivalent combination of the required experience and the substitutions below.

#### **Substitutions:**

1. Applicants must have at least (A) two years of full time experience or equivalent part time experience in office work, or (B) any equivalent combination of the required experience and the substitutions below.

#### **Substitutions:**

- A diploma as evidence of graduation from the commercial or business course of a recognized high school or vocational/technical high school may be substituted for a maximum of one year of the required experience.
- A diploma as evidence of graduation from a course other than the commercial or business course of a recognized high school or vocational/technical high school or possession of Massachusetts high school equivalency certificate may be substituted for maximum of eight months of the required experience.\*
- A diploma for completion of a one-year, or equivalent part-time program, in a recognized, non-degree granting business or secretarial school above the high school level may be substituted for a maximum of one year of the required experience\*.
- A diploma for completion of a two-year, full-time, or equivalent part-time program in a recognized non-degree granting business or secretarial school above the high school level may be substituted for the required experience.\*

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2. Two years of general office experience is required.
3. High level of interpersonal and communication skills is required.
4. Commitment to providing excellent customer service.
5. Creative problem-solving abilities.
6. Customer orientation and ability to adapt/respond to diverse individuals.

### **Preferred Qualifications**

- Associates degree.
- Five years direct student services work experience at a higher education institution
- Previous call center experience.
- Knowledge and experience with Image Now, Jenzebar CX, Salesforce, Campus Marketplace or related student transaction systems.
- Previous experience in fast-paced a work setting that required delivering a high level of quality customer service
- Advanced knowledge of Microsoft Office suite and scheduling software.
- Bilingual or multilingual

### **Additional Information:**

Quinsigamond Community College is an affirmative action/equal opportunity employer and does not discriminate on the basis of race, color, national origin, ethnicity, gender, disability, religion, age, veteran status, genetic information, gender identity or sexual orientation in its programs and activities as required by Title IX of the Educational Amendments of 1972, the Americans with Disabilities Act of 1990, Section 504 of the Rehabilitation Act of 1973, Title VII of the Civil Rights Act of 1964, and other applicable statutes and college policies. The College prohibits sexual harassment, including sexual violence. Inquiries or complaints concerning discrimination, harassment, retaliation, or sexual violence shall be referred to the College's Affirmative Action and/or Title IX Coordinator, the Massachusetts Commission against Discrimination, the Equal Employment Opportunities Commission or the United States Department of Education's Office for Civil Rights.

Quinsigamond Community College will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential

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accommodations with the employer.

Diversity, inclusion, and equity are core values at Quinsigamond Community College. We are passionate about building and sustaining an inclusive, respectful, and equitable environment for all students, staff, and faculty. Every member on our college campus enriches our diversity. We support inclusion and are dedicated to ensuring equity in access to opportunities.

Quinsigamond Community College is an equal opportunity/affirmative action employer. Members of underrepresented groups, minorities, women, veterans, persons with disabilities, and all persons committed to diversity and inclusive excellence are strongly encouraged to apply.

Successful applicants will be required to complete a Criminal Offender Record Information (CORI/SORI) request.

**To apply, visit <http://qcc.interviewexchange.com/jobofferdetails.jsp?JOBID=187958>**

**Contact Information**

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

**Contact**

Enrollment Management  
Quinsigamond Community College

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